

## CLAIMS

What is claimed is:

- 1 1. A system for remotely determining a user's out-of-box experience,  
2 comprising:  
3 a user information handling system capable of detecting and uploading data related to  
4 the user's out-of-box interaction with the user information handling system;  
5 a network suitable for communicating uploaded data, wherein the network is  
6 connected to the user information handling system; and  
7 a remote information handling system connected to the network, wherein the remote  
8 information handling system is suitable for receiving uploaded data from the  
9 user information handling system.
- 1 2. The system of claim 1, wherein the user information handling system is  
2 capable of automatically uploading user interaction data.
- 1 3. The system of claim 1, wherein the user information handling system is  
2 capable of offering an opportunity to upload user interaction data.
- 1 4. The system of claim 1, wherein the remote information handling system is  
2 capable of correlating the uploaded data with the user information handling system's  
3 pre-loaded configuration.
- 1 5. The system of claim 1, wherein user interaction data is at least one of an  
2 occurrence of an event, a time interval between events, a user input, "HELP" button  
3 utilization, a time period to load a program, an accessed program's name, an  
4 installation of a driver, a screen capture, a time period a dialog box is open.

1 6. The system of claim 1, wherein the user information handling system detects  
2 user interaction data as a background application.

1 7. The system of claim 1, wherein the user's interactions are detected for at least  
2 one of an initial boot-up, a specific number of boot operations, a time period, and  
3 after a program has been started a specific number of times.

1 8. The system of claim 1, wherein the network is the INTERNET.

1 9. The system of claim 1, wherein the user information handling system is  
2 capable of surveying the user.

1 10. A system for remotely determining a user's out-of-box experience,  
2 comprising:  
3 a user information handling system capable of detecting and uploading data related to  
4 the user's out-of-box interaction with the user information handling system  
5 during initialization;  
6 a network suitable for communicating uploaded data, wherein the network is  
7 connected to the user information handling system; and  
8 a remote information handling system connected to the network, wherein the remote  
9 information handling system is suitable for receiving the uploaded data from  
10 the information handling system.

1 11. The system of claim 1, wherein the network is the INTERNET.

1 12. A method for remotely determining a user's out-of-box experience with a user  
2 information handling system, comprising:  
3 providing the user information handling system with the capability of detecting data  
4 related to the user's interactions with the user information handling system;

1     13.     The method of claim 12, further comprising offering an incentive to upload  
2     user interaction data.

1     14.     The method of claim 12, wherein uploading user interaction data is conducted  
2     automatically.

1     15.     The method of claim 12, wherein uploading user interaction data is initiated  
2     by the user.

1     16.     The method of claim 12, wherein detecting the user's interactions with the  
2     information handling system is conducted as a background operation.

1     17.     The method of claim 12, wherein uploading compiled user interaction data is  
2     conducted after at least one of an initial boot-up, after a specific number of boot  
3     operations, and a time period.

1 18. The method of claim 12, further comprising surveying the user about  
2 information regarding at least one of demographic data and user opinion.

1 19. The method of claim 18, further comprising correlating survey information  
2 with user interaction data.

1 20. A method, comprising:  
 2 detecting an initialization of a user when the user sets up a user information handling  
 3 system;  
 4 saving the initialization activity detected in said detecting step to a file;  
 5 uploading the file to an originator of the user information handling system wherein  
 6 the initialization activity of the user is correlated by the originator.

1 21. A method as claimed in claim 20, further comprising the step of correlating  
 2 the initialization activity of the user, determining whether a change in the  
 3 initialization is needed, and, in the event a change is needed, modifying an  
 4 initialization process for new information handling systems in response to the  
 5 analyzed initialization activity of the user.

1 22. A software system for remotely detecting a user's out-of-box experience,  
 2 comprising:  
 3 a computer-readable medium containing;  
 4 a first software program capable of causing a user information handling  
 5 system to perform a function; and  
 6 a second software program capable of causing the user information handling  
 7 system to detect and compile the user's initial interactions with the  
 8 information handling system performing the first software program;  
 9 wherein the second software program is a background application; and  
 10 wherein the second software program is capable of causing the user  
 11 information handling system to upload the compiled data to a remote  
 12 information handling system.

1 23. An apparatus, comprising:  
 2 means for detecting an initialization activity of a user when the user initializes an  
 3 information handling system;

4 means for saving the initialization activity detected by said monitoring means to a  
5 file; and  
6 means for uploading the file to an originator of the user information handling system  
7 wherein the initialization activity of the user is correlated by the originator.

1 24. An apparatus as claimed in claim 23 wherein the originator correlates the  
2 initialization activity of the user so that a future system can be configured in response  
3 to the correlated initialization activity of the user.

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